

Technical Job Family – GRADE 4

Role Summary

This role descriptor builds on the demands and activities outlined at Grade 3. Roles at this level require in-depth/specialised technical or scientific skills and knowledge to interpret client/user requirements and to provide a range of technical support activities. Role holders will have considerable knowledge in relation to the area within which they work (e.g. of relevant technical systems, equipment, processes and procedures), and will have a well developed understanding of the work activities and systems of the broader team. Initiative and judgement will be required to resolve work issues and problems independently, some of which will be more complex/non-standard in nature. They will plan and organise their own work, and have the ability to react to changing priorities. Role holders may also be required to coach/motivate team members. Knowledge required for the role is typically gained following an extended period of practical/theoretical training resulting in a formal qualification (e.g. HNC, NVQ3 or equivalent) plus approximately 3 years relevant work experience.

HERA Elements

Communication
<ul style="list-style-type: none"> ▪ Regularly required to receive and convey routine information, both orally and in writing, to staff, students and others e.g. responding to straightforward requests for information, passing on messages, dealing with routine enquiries, record keeping, completing standard forms, composing straightforward emails etc. ▪ Also required to communicate, orally and in writing, more complex information which needs careful explanation and interpretation e.g. providing technical/specialist information to others, dealing with more complex queries, writing notes/short reports on laboratory projects, providing written instructions etc.
Teamwork and Motivation
<ul style="list-style-type: none"> ▪ An active participant in the team, co-operating and working with colleagues in order to meet team objectives/ deadlines, providing assistance and support to less experienced colleagues as required.
Liaison and Networking
<ul style="list-style-type: none"> ▪ Liaise with others outwith the team to exchange information and keep people informed so that work is completed effectively. ▪ May also be required to proactively and reactively liaise with internal/external contacts in order to disseminate key information in the right format to the right people at the right time and/or to build relationships and contacts to facilitate future exchange of information.
Service Delivery
<ul style="list-style-type: none"> ▪ Provide a defined technical service. Activities may include: providing a range of specialised technical/IT support activities to time and quality standards; carrying out a range of tests/experiments/diagnostics; carrying out a range of equipment maintenance, repairs and servicing; testing/constructing equipment, systems, techniques etc under appropriate guidance; assisting and advising others in the preparation and use of equipment, systems and techniques. ▪ Role holders may be required to establish customer requirements and contribute to changes and improvements in the standards/delivery of own area of service.
Decision Making
<ul style="list-style-type: none"> ▪ Make timely and considered independent decisions on day-to-day work related matters taking into account impact on own area of work and immediate team. ▪ Will input to collaborative or advisory decisions affecting own area e.g. on issues such as improvements to service, the implementation of new processes/systems etc.
Planning and Organising
<ul style="list-style-type: none"> ▪ Typically expected to plan and prioritise own work and use of equipment/resources, and reprioritise according

to demand/workload. In certain roles the plan/schedule of work may be dictated by the needs of the customer/user.

Initiative and Problem Solving

- Required to independently deal with and resolve a range of standard technical problems in accordance with procedures, guidelines and experience e.g. dealing with machine breakdowns, equipment problems, maintenance and repairs etc.
- Solution to some problems will not always be apparent/easily rectified and therefore require the application of initiative and creativity e.g. diagnosing and resolving more complex faults/problems with equipment, systems, IT programmes; dealing with costing issues etc.

Analysis and Research

- Regularly required to gather, analyse and interpret standard data/information, reporting and presenting findings as appropriate e.g. investigating system and equipment failures/problems to determine faults and devise appropriate solutions; carry out a range of tests/analyses and possibly contribute to the interpretation of results; setting up and conducting experiments/tests; running reports and extracting relevant data, dealing with data anomalies as required; complex cross-checking; monitoring resource usage.

Sensory and Physical Demands

- Required to carry out tasks at a level which would require either learning certain methods or routines or involve moderate physical effort over a prolonged period e.g. on feet/working in awkward positions; utilising non-standard/more specialised equipment; prolonged data inputting etc.

Work Environment

- Work environment will vary according to role, but there may be exposure to some unpleasant/moderately hazardous work environments (e.g. working in a laboratory, outdoors, exposure to chemicals, use of hazardous machinery) where the use of standard protective clothing/safety equipment will be required, and appropriate health and safety procedures/guidelines should be adhered to.
- Level and duration of exposure will be dependent on role.

Pastoral Care and Welfare

- Required to show sensitivity to those who may need help and/or initiate appropriate action by involving relevant people.

Team Development

- Required to guide/advise new starts or less experienced colleagues on standard work practices or equipment e.g. demonstrating tasks, training/guiding others on how to perform day-to-day tasks/activities.

Teaching and Learning Support

- May be required, on a routine basis, to introduce staff, students or others outside own team to standard information or procedures and/or provide basic training on standard issues and activities (e.g. preparation/construction/application of equipment; setting up experiments; deploying particular techniques, explaining use of IT packages/systems).

Knowledge and Experience

- Requires detailed technical knowledge and experience in relevant scientific or technical specialism, together with a comprehensive knowledge of technical systems, specialised equipment/software, processes and procedures relevant to the role/area of work.
- Experience of, and ability to understand and interpret technical requirements of staff and students

- Good understanding of activities, processes, systems etc of the broader team.
- Knowledge required for the role is typically gained following an extended period of practical/theoretical training resulting in a formal qualification (e.g. HNC, NVQ3 or equivalent) plus approximately 3 years relevant work experience. Where no certificate/qualification is held, approximately 4 to 5 years relevant work experience is generally required.
- Required to update training/knowledge on a regular basis.
- Knowledge of and adherence to the University's Health and Safety and Equal Opportunities policies/procedures.

Personal Skills/Attributes

- Effective communication and interpersonal skills.
- Competent numeracy and literacy skills.
- Problem solving capability including ability to deal with/react to unforeseen problems or issues.
- Effective planning, organisational and prioritising skills including ability to respond to changing pressures or requirements.
- Ability to make effective use of appropriate equipment/tools.
- Ability to work independently.
- Supportive and co-operative team member.
- Supervisory skills and ability to delegate work to others, where appropriate.